

**Cover Sheet – Social Service Activity**

AGENCY NAME: CHD/Big Brothers Big Sisters of Hampshire County  
AGENCY ADDRESS: 70 Boltwood Walk, Amherst MA 01002  
AGENCY PHONE NO: 413-259-3345 CONTACT PERSON: Renee Moss  
CONTACT PERSON EMAIL: rmoss@chd.org  
CDBG FUNDING REQUEST: \$36,400

1. **Project Name:** Big Brothers Big Sisters ARPS (Amherst Regional Public Schools) Family Center Partnership
2. **Project Description (1-2 sentences)** BBBS of Hampshire County will provide high-quality mentoring relationships for the most at-risk children in Amherst, as identified by the ARPS Family Center and other school personnel. Amherst CDBG funding will allow us to continue this CDBG funded partnership, providing services to children who have never been matched, helping to address our waiting list of 180 children.
3. **Project Location (Street address):** The Amherst community including the local college campuses. Organized from the BBBSHC office at 70 Boltwood Walk, Amherst.
4. **Budget Request:** \$36,400
5. **Type of Activity (check one):**
  - ☐ Family and individual stabilization
  - ☒ Youth development
  - ☐ Economic self-sufficiency (adult education)
  - ☐ Food and nutrition
  - ☐ Health services
  - ☐ Emergency & preventive services: rental assistance, fuel assistance, and shelter services.
  - ☐ Other – please explain
6. **National Objective:**
  - a. **Total number of beneficiaries (individuals served):** 20-25 previously unserved children (and their families)
  - b. **Total Low/Mod beneficiaries (individuals served):** 20-25 previously unserved children (and their families)

**CHD/Big Brothers Big Sisters of Hampshire County****Please submit responses to the following questions:****A. National Objective Description**

Big Brothers Big Sisters of Hampshire County (BBBSHC) serves many of the most vulnerable children in Amherst. In FY15, 91% of Amherst Little Brothers and Sisters came from families who qualify (as per HUD guidelines) as low, very low, or extremely low income. 100% of families served with CDBG funds will qualify as low or moderate income.

Income levels and demographic information are thoroughly documented with each family served. As part of the application to enroll children in our program, parents fill out a CDBG declaration form indicating the number of people in their household, family income level, demographic information, and educational attainment. We ask all families to complete this form in order to document the population we serve. *CDBG Declaration form included in Appendix.*

**B. Demonstrate Consistency with Community Development Strategy**

The FY16 Community Development Strategy includes **youth development** among the areas of focus. The Big Brothers Big Sisters mentoring model is evidence based, aligned closely with Positive Youth Development theory (PYD), and provides an important protective factor that helps mitigate the multitude of risk-factors presenting to our targeted local youth. The Search Institute identifies "Other Adult Relationships: Young person receives support from three or more nonparent adults" as an important "external asset."

Prevention is a key aspect of providing a comprehensive network of support for the children and families of Hampshire County. Providing a one-to-one relationship for a child is a rare opportunity to focus on the individual needs of the particular child and tailor the service to the specific individualized goals for the mentee. By providing a caring adult in a child's life, a sense of safety and valuing of youth as a part of our community, opportunities to engage in creative activities, and by expressing high expectations for the young people who participate in our program, a mentor can facilitate the development of positive assets for a mentee. Children with mentors are more likely to engage in school, to be caring and responsible, and to value equality and social justice. They are also more likely to be able to resist risky behaviors, have a sense of personal power and self-esteem, and have a positive view of the future. In short, they have a better chance to develop into good citizens with a positive and successful life path, often breaking multi-generational familial patterns.

Mentoring can be an important contributor to achieving **family stabilization**. The mentee spending time regularly with a trusted adult mentor who clearly cares about their well-being has a positive effect upon the entire family, as it improves the mentee's relationships with other adults and peers, as well as provides respite for the parent. Additionally, children and families also receive ongoing support from their relationship with their BBBSHC case manager. By building a trusting relationship with the entire family, case managers, working with our ARPS Family Center partner and guidance counselors from the Amherst schools, are able to identify and address the needs of each family by making referrals for additional services to other human service organizations.

**C. Agency Information**

Big Brothers Big Sisters of Hampshire County (BBBSHC) is a program of the Center for Human Development (CHD). Since 1972, CHD has been providing human services to meet the needs of the most at risk populations in Western Massachusetts and Northern Connecticut. CHD's mission states that "it is dedicated to promoting, enhancing, and protecting the dignity and welfare of people in need by providing a broad range of community-oriented human services." It provides fiscal management, human resources, technical and program support, and oversight for over forty human services programs. Its 44 years of

experience managing diverse programs guarantees sophisticated and efficient administration of programs. The programs themselves are grounded in the communities served and are responsible for their own fundraising, program development, and several (including BBBSHC) have their own advisory boards.

Since 1975, Big Brothers Big Sisters of Hampshire County has been providing quality one-to-one mentoring relationships to local children in need of positive adult influence and friendship. Supervised by a staff of professional (MSW, MA, and MEd) case managers, volunteers spend time weekly with a child for at least one year developing a positive, trusting and enriching friendship. A special person such as a Big Brother or Sister can often be the one factor that can change the destiny of a child's life, providing the resources and encouragement to become a productive and healthy adult, and interrupting generations of familial poverty and multiple risk factors. Just by sharing experiences, celebrating accomplishments, and listening to a child's concerns, a Big Brother or Sister can deeply transform a child's life.

The program has a long history of serving Amherst, including co-chairing the Amherst Human Services Network for many years. For over 40 years we have been successfully providing mentors for children in Amherst and therefore have the infrastructure in place to be successful with the proposed project. The continuation of our partnership with the Amherst Schools through the ARPS Family Center, which was initiated through CDBG funding for FY16 guarantees that we are reaching children with the greatest needs. As the flagship mentoring organization in Hampshire County, we have built great expertise in this field. In order to support our mentoring relationships we always build strong and trusting relationships with parents of the mentees. We are also extremely successful at working collaboratively with other service providers and schools. For many years we have had partnerships with the Amherst Schools, other agencies, coalitions, and community partners. The Town of Amherst has always supported BBBSHC either through CDBG or Town of Amherst funding. This has enabled us to focus on Amherst, serving more young people here than any other town in the county. A loss of Amherst funding would destabilize the program, forcing us to lose an Amherst dedicated case management position, who works closely with the Amherst schools through the ARPS Family Center, serving close to 50 children. The loss of this funding would translate into no new Amherst children being served in FY'17.

As an affiliate of Big Brothers Big Sisters of America (BBBSA), we are able to provide our Littles with a mentoring model that is research-based and has proven to be an important protective factor in youth development. BBBSHC follows and exceeds best practice standards set by our national office. A study conducted for Big Brothers Big Sisters of America by Public/Private Ventures, an independent research company, found that Littles who met regularly with their Bigs for at least one year, compared with their peers, were:

- \* 46% less likely to start using drugs (70% less likely for minority Littles)
- \* 27 % less likely to start drinking
- \* 52% less likely to skip a day of school
- \* 37% less likely to skip class
- \* 33% less likely to hit someone
- \* More likely to get higher grades
- \* More likely to trust their parents
- \* Less likely to lie to their parents.

BBBSHC relies heavily upon its committed and diverse advisory board for direction. Our board reflects the interests of the broader community, including teachers, past and present employees of UMass and Amherst College, a former Little Sister who is now an adult, the parent of several previous Littles, current and previous Bigs, as well as many concerned citizens from around the county.

Presently, the program has the capacity to serve approximately 180 mentees per year, with over 65% of children served residing in Amherst. The program has a staff of one part time and three fulltime case managers, one director, one development/recruitment coordinator and a part-time administrative assistant. We also have a clinical supervisor, Jenny McKenna, who has been donating an hour each week to the program for close to 20 years. In the past, when we had more funding, we were able to have 5 case

managers and serve over 250 children per year. It is our goal to increase our capacity to this level again. CDBG funds will help stabilize our present capacity in Amherst and allow us to seek new funding from other sources.

For this proposal, our short-term goals are to receive 20-25 new referrals from the ARPS Family Center, create and support their matches, ensuring that they meet regularly for at least one year and focus on the needs of each individual child. Most matches last much longer than a year and many go on to be lifelong friendships. Our long-term goals are to see improvement in our Program Outcomes Evaluation (POE) indicators, which are measured after 1 year of a match and each year consecutively. (See attached Evaluation tool with last year's outcomes summary.)

#### **D. Project Budget Information**

We have many years of experience in creating and managing our budget. We have received CDBG funds from Amherst in the past and from the city of Northampton for over 30 years and have been responsible for quarterly reporting and have always met our fiscal and programmatic responsibilities. We have several well-established fundraisers in the community, such as 2 Craft Fairs, a Bowlathon, and our Daffodil 5K Run. We also have many loyal donors to the program. We are confident that we can count on our projections for the additional funding for this project. The cost of our services is on par with other programs throughout the country that provide the same level of mentoring oversight along with engagement with families. Each match provides a child with approximately 200 hours per year of quality one-to-one time with a caring adult mentor. As a program of CHD, our fiscal department oversees the accuracy of our projected budget as well as ongoing monitoring of the budget once the project is up and running. Renee Moss, who prepared the budget, has been creating and managing the BBBSHC budget for over thirty years. *See attached project budget.*

## E. Project Description

CHD/Big Brothers Big Sisters of Hampshire County (BBBSHC) is requesting funds for our ARPS Family Center and Steps to Success Partnership. This project addresses the community need for support for youth development and is the continuation of a project presently funded with Mass. CDBG funds. This program provides mentors for 20 – 25 new Amherst children from low income families facing multiple risk factors, who are at risk of school failure and in need of opportunities for pro-social involvement. Many are already on our waiting list of 180 children.

Mentors will be adults from the community as well as college students and the program will use our two basic mentoring models: community-based and campus site-based mentoring. We also have a special component of the program that matches children who are adopted with UMass students who are also adopted. Depending upon the specific situation of each child and family, BBBS staff will determine which of these settings will be best for the child. Matches meet weekly for 3-5 hours for at least one year. BBBS provides screening, training, and ongoing support for participants for the duration of the matches.

*Community-based matches* meet weekly on weekends or after school. They spend one-to-one time developing a friendship/relationship through activities such as biking, arts and crafts, going to the library, cooking dinner together at the mentor's house, etc. The program obtains free or discounted access to recreational/cultural venues in the community for our matches.

*Site-based matches* also meet weekly. This program, supervised on-site by the BBBS case manager, utilizes college students as mentors and takes place on the Amherst College and UMass campuses. Once per week, mentees ride the bus after school to Amherst College or UMass. They spend time with their mentors, utilizing the facilities of the campuses such as the library, gym, and craft center and then have dinner together at the dining halls. Spending time on a college campus and developing a friendship with a college student helps dispel the mystique of higher education and encourages higher educational aspirations for the mentees, who mostly come from families with relatively low educational attainment.

*Adoption Mentoring Partnership (AMP):* Community-based matches where both mentee and mentor are adopted. Mentors are UMass students who also enroll in a course about adoption. This program began in response to the Amherst Schools identifying this population as underserved and in need of support.

The BBBS case manager meets families to do an assessment and develop a connection to the program. The case manager also works closely with referral sources to gather information in order to make the best match possible. Staff has regular contact with the child and family throughout the tenure of the match. Families are invited to BBBS group events. Through this ongoing contact and group activities BBBS builds a sense of community and connection for the families who are part of the program. Through this relationship with parents the case manager provides referrals for additional services if the need arises.

BBBS staff recruit, screen and train all mentors. During the screening process the case manager assesses the mentor: their judgment, values, family history, interests, etc. in order to be able to make the best match possible. Once matched, the mentor develops a trusting relationship with the child. Mentors make a commitment to meet weekly with their mentees for at least 1 year. In our 40 years we've seen most matches continue far beyond the initial 1-year commitment and many become lifelong friendships. Mentors play a strong role in encouraging higher education or vocational training for mentees. This relationship has been responsible for breaking cycles of generational under-achievement and poverty. Many mentees are the first in their families to graduate from high school and even go on to college.

Matches provide opportunities for pro-social involvement through a strong connection to a positive role model. Mentors who are college students or community members who have achieved educational and vocational success and can model positive "can do" attitudes toward education and other future life options. These relationships help bridge the socio-economic gap that is so palpable to many Amherst youth.

Services provided by BBBSHC have been prioritized by the community at the local level, as demonstrated by our long waiting list of Amherst children. Speaking on behalf of the ARPS Family Center, Amherst Schools Superintendent Maria Geryk stated, "*These students need the connections and*

*community support that having a Big provides, will greatly benefit from the adult role model, the community activities, social support, academic support, individual attention, and lasting relationships."*

#### **F. Project Need**

The project will address the need to bridge the achievement gap for low income children growing up in Amherst. The socio-economic divide in the Amherst Schools is great. Many families are living below the poverty line and have low educational attainment, among other risk factors. Because many parents feel uncomfortable or intimidated by a school setting, schools often have difficulties in engaging them in their children's education. This proposed partnership between BBBSHC and the ARPS Family Center will strengthen that connection. The BBBS mentoring model is proven to increase the likelihood of school success and pro-social behavior for children in families with multiple risk factors. Providing a mentor for a child can offer the complementary support to complete comprehensive wrap-around services.

The need for BBBS services is evident in our long waiting list of 180 children. This population is currently not adequately served by BBBSHC due to lack of program capacity. Although more than half of children currently matched reside in Amherst, more than 1/3 of children waiting to be matched are also Amherst residents. We make as many matches as possible with our limited case management staff, however, each year many waiting youths are removed from our list because they have aged out without receiving services. This funding would ensure that each year 20-25 new Amherst children receive mentors, in addition to the program supporting nearly 100 already existing matches.

#### **G. Community Involvement and Support**

Beneficiaries for this project would be referred by the ARPS Family Center. The Family Center will identify children and families who are high need due to multiple risk factors acting upon the family. Children and families referred must also desire a mentoring match and undergo a thorough screening process with BBBSHC staff before being matched. Throughout the referral, screening, and matching process, families are invited to give feedback and input. BBBS encourages children and their parents to help in making decisions about the right Big, match activities, scheduling throughout the match and suggestions for the program.

Once a child is matched, parent and child input are solicited through monthly match support check-ins with the family's case manager. Check-ins are an opportunity for the case manager to ensure that the child and parents are satisfied with the match activities, relationship development, safety of the match and the program in general. It's also a time when families can inform the case manager of important changes or stresses affecting the family for which the case manager may be able to offer resources. In addition to match support, both children and parents fill out surveys on a regular basis throughout a match. Parents fill out the POE (Program Outcomes Evaluation) and satisfaction surveys, while children fill out YOS (Youth Outcomes Survey) and SOR (Strength of Relationship) surveys. Responses to these surveys, along with match support feedback, inform case managers about the needs of a match. (See surveys attached.)

#### **H. Project Feasibility**

The proposed project is feasible and capable of proceeding at time of award because it is a continuation of a successful partnership already in place, based upon the successful mentoring model the program has demonstrated for over 40 years. CDBG funding will maintain this program which is a partnership with the ARPS Family Center and will allow 20-25 new Amherst matches per year. As a small agency with only 3.5 case managers currently serving all of Hampshire County, there is a long list of children waiting to be matched. Our office receives new referrals every day, mostly for children living in the low-income housing complexes of Amherst.

Personnel for this project would include 20 hours per week of a case manager (0.50 FTE) who will work directly with the children, families, and mentors as well as collaborate with the ARPS Family Center regarding referrals. All case managers at BBBSHC are required to have a master's level degree and experience working with children and families. One case manager is Latina bilingual/bicultural. The case managers are supervised by our case supervisor, Ruth Harms, who has been with the program for 25 years. Program director Renee Moss, who has been with the program for over 30 years, will oversee the program

and supervise Ruth Harms. Our administrative assistant will provide the clerical support for this program. Our Development Director is responsible for college and community mentor recruitment.

BBBSHC has been serving children and families in Amherst for over 40 years. We have always received Town funding, and have provided the services promised. We have been fiscally sound and responsible. We have received Amherst CDBG funds many times and have exceeded our contracted services. We have filed all reports on time and provided accurate data. The program has received CDBG funds from Northampton for over 30 years and has always been in compliance with regulations and fulfilled our contract requirements in a timely and competent manner. As a local affiliate of Big Brothers Big Sisters of America, we provide a mentoring model that is research-based and proven to produce positive outcomes for mentees. As a program of CHD, we have a sound and sophisticated administrative infrastructure with over 40 years of experience overseeing hundreds of government contracts.

During the 1<sup>st</sup> quarter of this grant we hope to receive at least 10-12 new referrals from the ARPS Family Center. At the same time, our development director and the case manager will work together to recruit and screen mentors for the referrals. The case manager will screen and interview families as they are referred in order to match them as soon as possible. We hope to receive another 5-8 referrals in the 2<sup>nd</sup> quarter, and the final 5 in the 3<sup>rd</sup> and 4<sup>th</sup> quarters. Matches will receive ongoing support and supervision.

### **I. Project Impact**

This program will have significant impact upon the stated need for quality youth development programs for low-income children and families living in Amherst. The mentoring relationship will provide experiences for the child that will build confidence, competence, and caring assets and help bridge the socio-economic achievement gap that exists in Amherst.

The direct outcome that will result from this project will be the creation and support of 20-25 new matches over and above our present caseload of Amherst matches. Years of experience and extensive research has shown that participating in a BBBS mentoring match produces positive outcomes (please see attachment for FY'15 POE data). Indirect outcomes for this project include respite for the families, positive connections to the community and a gradual bridging of the socio-economic gap in Amherst.

We constantly monitor the outcomes of our matches. Program staff meet weekly with a clinician to review cases and intakes. Statistics are reviewed annually for adherence to program goals, client priorities, and contractual agreements by program staff, program director, and outside funding sources. Our sponsoring agency, the Center for Human Development, requires regular program evaluation, as does the national office of Big Brothers Big Sisters. We presently use the POE tool developed by Big Brothers Big Sisters of America. A summary of our most recent 12-month evaluations is attached.

Because mentoring provides a protective factor against adverse influences, mentees are less likely to engage in risky behaviors and more likely to have a sense of the future. Spending time with a mentor who models making sound decisions around education, vocational training, and employment; encourages healthy and creative ways to have fun; and models good citizenship and friendship skills influences mentees to grow into self-sufficient adults.

BBBSHC operates on the belief that collaboration with other agencies and community partners enhances the services we provide. By formalizing and deepening our partnership with the ARPS Family Center, we will better serve the most at risk children in the Amherst Schools. In her letter of support, Superintendent Maria Geryk stated that *"when our agencies collaborate in this manner, our mutual services complement and strengthen each other, resulting in better outcomes for our children and families."* BBBSHC also collaborates with many other partners. Renee Moss, Director of BBBSHC, co-chairs the Amherst Human Service Network, is on the COSA Board and is on the United Way board representing partner agencies. Through long-established close ties, BBBSHC receives referrals from Family Outreach of Amherst, guidance counselors, the Department of Children and Families, and many others. BBBSHC is also a quality-based member of the Mass Mentoring Partnership, meeting and exceeding the highest standards of practice for mentoring organizations.

Original

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AMHERST - PELHAM *Regional* SCHOOL DISTRICT

AMHERST, MASSACHUSETTS

ARPS Family Center  
170 Chestnut Street  
Amherst, MA 01002

413-362-1875 (phone)  
413-549-6108 (fax)

December 22, 2015

CDBG Advisory Committee  
Amherst Planning Department  
Amherst Town Hall, 2nd Floor  
4 Boltwood Avenue  
Amherst, MA 01002

To Whom It May Concern:

On behalf of the Amherst, Pelham and Regional Schools, I am writing to express my strongest support for the CDBG grant application submission from CHD/Big Brothers Big Sisters of Hampshire County. CHD/Big Brothers Big Sisters of Hampshire County is one of our most valued partners, providing extraordinary support for our students and families.

The ARPS Family Center and Steps to Success Program were established to improve family engagement and work with families and community partners in order to break down barriers that prevent student success. The families we support come from a variety of backgrounds and experiences and often face a wide range of barriers to their children's success. Many face issues of poverty; are single-parent households, some with multiple children in the home; many are recent immigrants and are not native English speakers; and many face other issues that impact their ability to effectively access available services and fully participate in school life.

One major goal of the ARPS Family Center is to form relationships with community partners to ensure effective access to services for our families. The connection with the CHD/ Big Brothers Big Sisters is invaluable to this work. The students and families we support through the ARPS Family Center are those that will benefit the most from an effective partnership with Big Brothers Big Sisters. These students need the connections and community support that having a Big provides and will greatly benefit from the adult role model, the community activities, social support, academic support, individual attention, and lasting relationships. When our agencies collaborate in this manner, our mutual services complement and strengthen each other, resulting in better outcomes for our children and families.

We hope you look favorably on this application. Please feel free to call 362-1823 with any questions.

Sincerely,



Maria Geryk  
Superintendent

ORIGINAL

## **CHD/BIG BROTHERS BIG SISTERS OF HAMPSHIRE COUNTY**

### **AGENCY DESCRIPTION**

Big Brothers Big Sisters of Hampshire County provides one-to-one mentoring relationships to local children in need of positive adult influence and friendship. Supervised by a staff of professional case managers, volunteers called "Bigs" spend time weekly with a child, called a "Little," for at least 1 year. During their match, Bigs and Littles develop a positive, trusting, and enriching friendship by engaging in fun activities throughout the community.

Big Brothers Big Sisters of Hampshire County was founded in 1975 and has been affiliated and accredited by Big Brothers Big Sisters of America (BBBSA) since 1995. Big Brothers Big Sisters of America is a national federation that has been in existence for over 100 years with more than 300 affiliated programs. As a local affiliate we are required to conform to the highest standards of best practices of mentoring and are reviewed annually by BBBSA.

Big Brothers Big Sisters of Hampshire County has been a program of the Center for Human Development, Inc. since 1995. CHD is a comprehensive human services agency comprising more than 70 programs and serving more than 18,000 people annually throughout Western Massachusetts and Connecticut. As a program of CHD, we benefit from the strong fiscal, human resources and IT infrastructure. However, we are responsible for creating and raising our own budget. Though CHD has its own governing board we have an advisory board of local Hampshire County individuals who are committed to the oversight and support of Big Brothers Big Sisters of Hampshire County.

*See attached brochures and annual reports. See also Agency Information in body of proposal.*

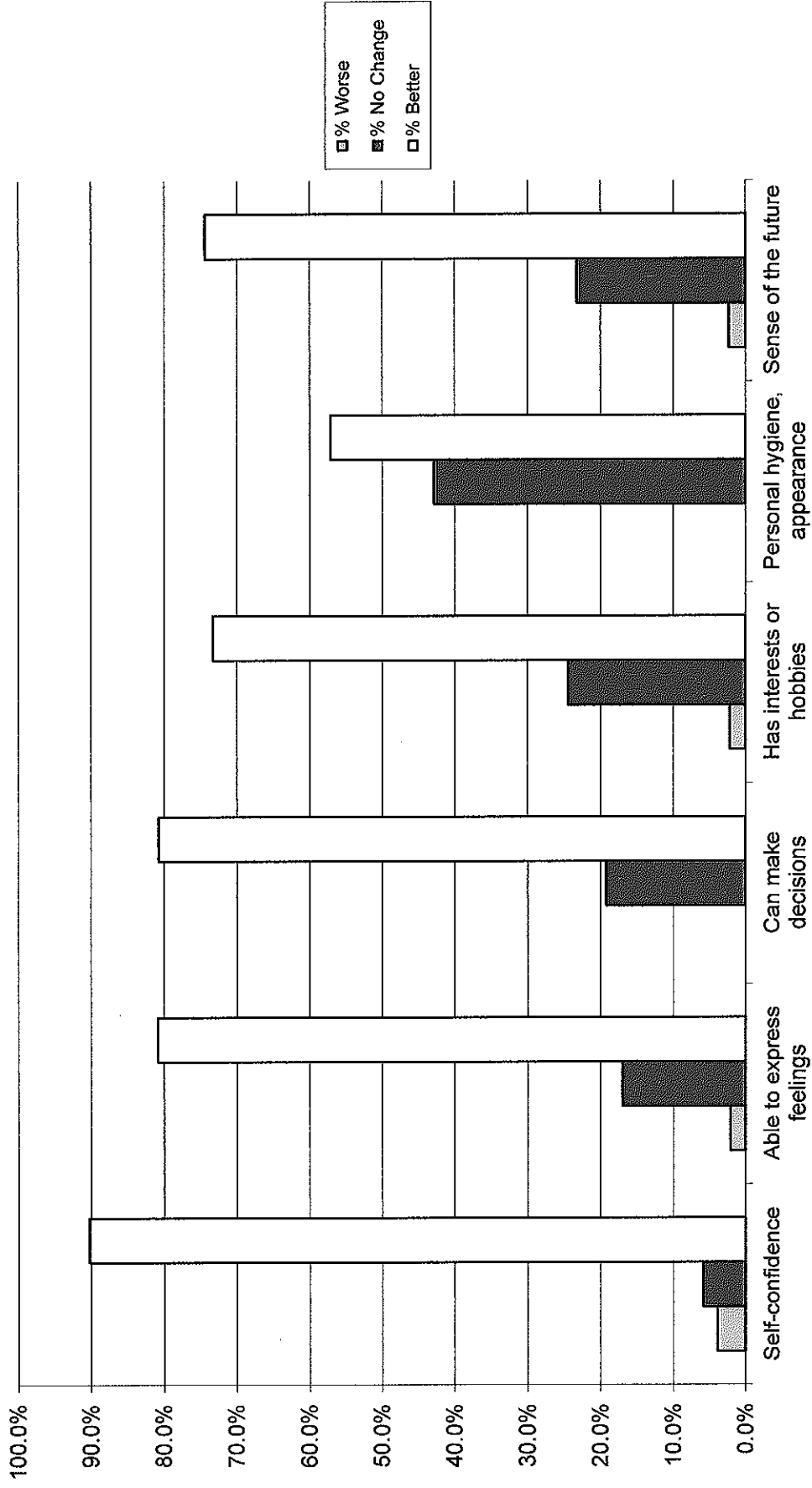
**Big Brothers Big Sisters of Hampshire County  
FY'16 Budget**

<b>INCOME</b>	<b>FY'16</b>		<b>EXPENSES</b>	<b>FY'16 Budget</b>
<b>A. Grants/Contracts</b>			<b>PERSONNEL</b>	
Town of Amherst	\$ 36,400		Wages	\$ 220,553
United Way	\$ 50,000		Tax	\$ 24,190
State Mentoring Grant	\$ 25,574		Fringe	\$ 52,799
Northampton CDBG	\$ 4,000		<b>TOTAL PERSONNEL</b>	<b>\$ 297,542</b>
DPH	\$ 30,000			
Other Grants **	\$ 4,800		<b>NON-PERSONNEL</b>	
DHCD ***	\$ 12,500		Advertising	\$ 1,000
<b>Sub Total A</b>	<b>\$ 163,274</b>		Americorp	
			Background Checks	\$ 300
<b>B. Events</b>			Community Relations	\$ 750
Bowl-A-Thon	\$ 55,000		AIM	\$ 2,000
July Craft Fair	\$ 20,000		Equipment Maintenance	\$ 300
Dec Craft Fair	\$ 30,000		Equipment Rental	\$ 336
Daffodil Run	\$ 50,000		Fund Raising Expense	\$ 28,000
Used Books	\$ 2,000		Insurance	\$ 1,994
Other****	\$ 10,000		Internet Connection	\$ 959
<b>Sub Total B</b>	<b>\$ 167,000</b>		Membership	\$ 750
			Postage	\$ 600
<b>C. Annual Appeal - Donations</b>			Printing	\$ 750
Mail Appeal	\$ 25,000		Recreation/Activities	\$ 200
Individual Donors	\$ 38,000		Rent	\$ 15,600
Valley Gives			Staff Mileage	\$ 3,000
Corporate / Org Donors *	\$ 1,500		Staff Incentives	\$ 150
<b>Sub Total C</b>	<b>\$ 64,500</b>		Supplies - Office	\$ 1,350
			Supplies - Program	\$ 1,000
<b>D. Other</b>			Telephone - Office	\$ 1,200
Hartsprings	\$ 2,000		Staff Development	\$ 2,500
BBBSA			Volunteer Incentives	\$ 1,200
Program Fees	\$ 7,500		Work Study	\$ 1,500
<b>Sub Total E</b>	<b>\$ 9,500</b>		<b>TOTAL NON-PERSONNEL</b>	<b>\$ 65,439</b>
			<b>TOTAL DIRECT</b>	<b>\$ 362,981</b>
			<b>INDIRECT</b>	<b>\$ 39,928</b>
<b>TOTAL INCOME</b>	<b>\$ 404,274</b>			
			<b>TOTAL EXPENSES</b>	<b>\$ 402,909</b>

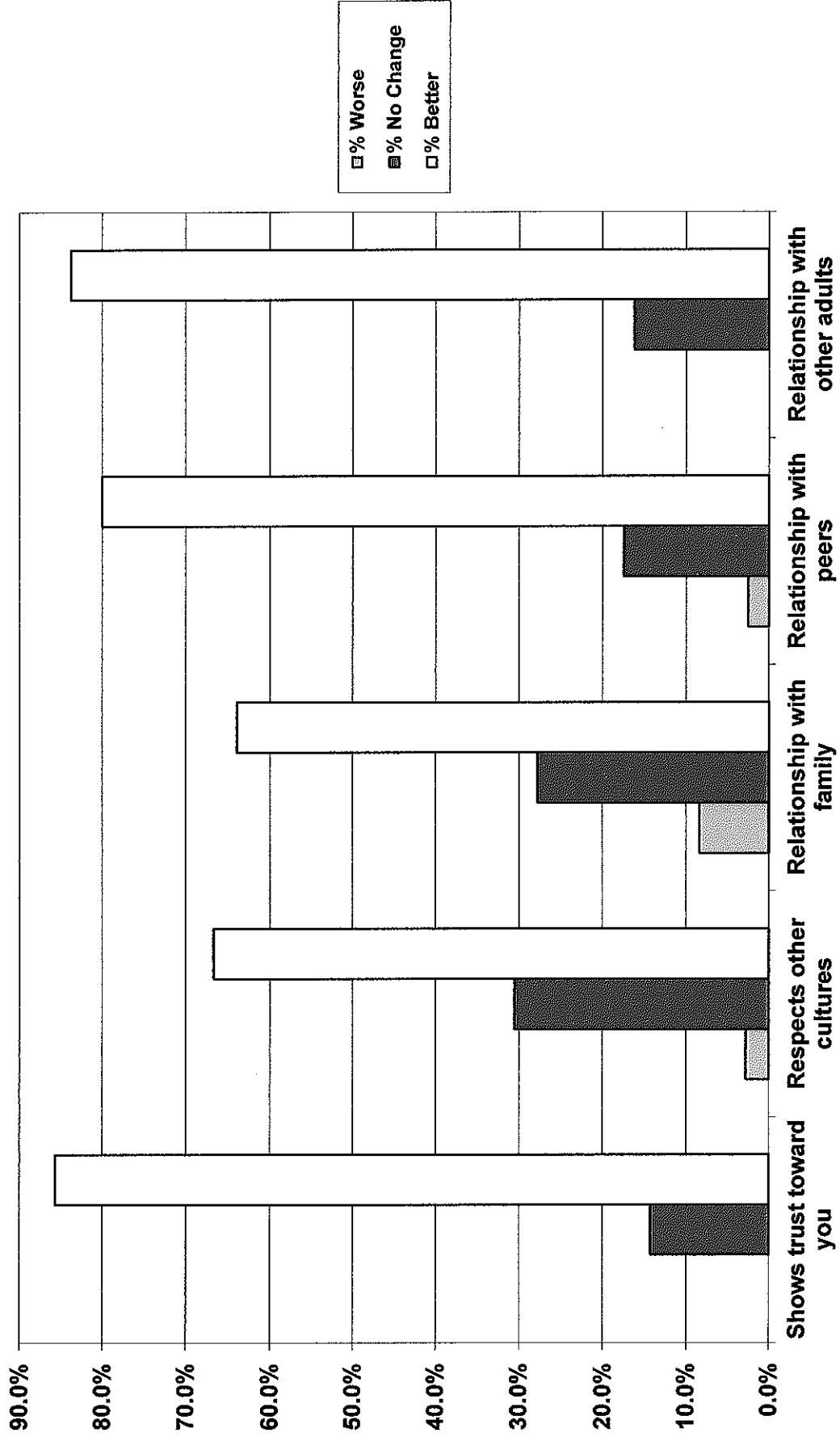
**Highlights of FY'15 Program Based Outcome Evaluation**

<b>POE Outcome Indicators</b>	<b>Mentees Showing Improvement</b>
Self-confidence	90%
Able to express feelings	81%
Can make decisions	81%
Has interests or hobbies	74%
Personal hygiene	57%
Sense of the future	75%
Attitude toward school	61%
Uses community resources	68%
School performance	72%
Shows trust	87%
Respects other cultures	67%
Relationship with family	64%
Relationship with peers	80%

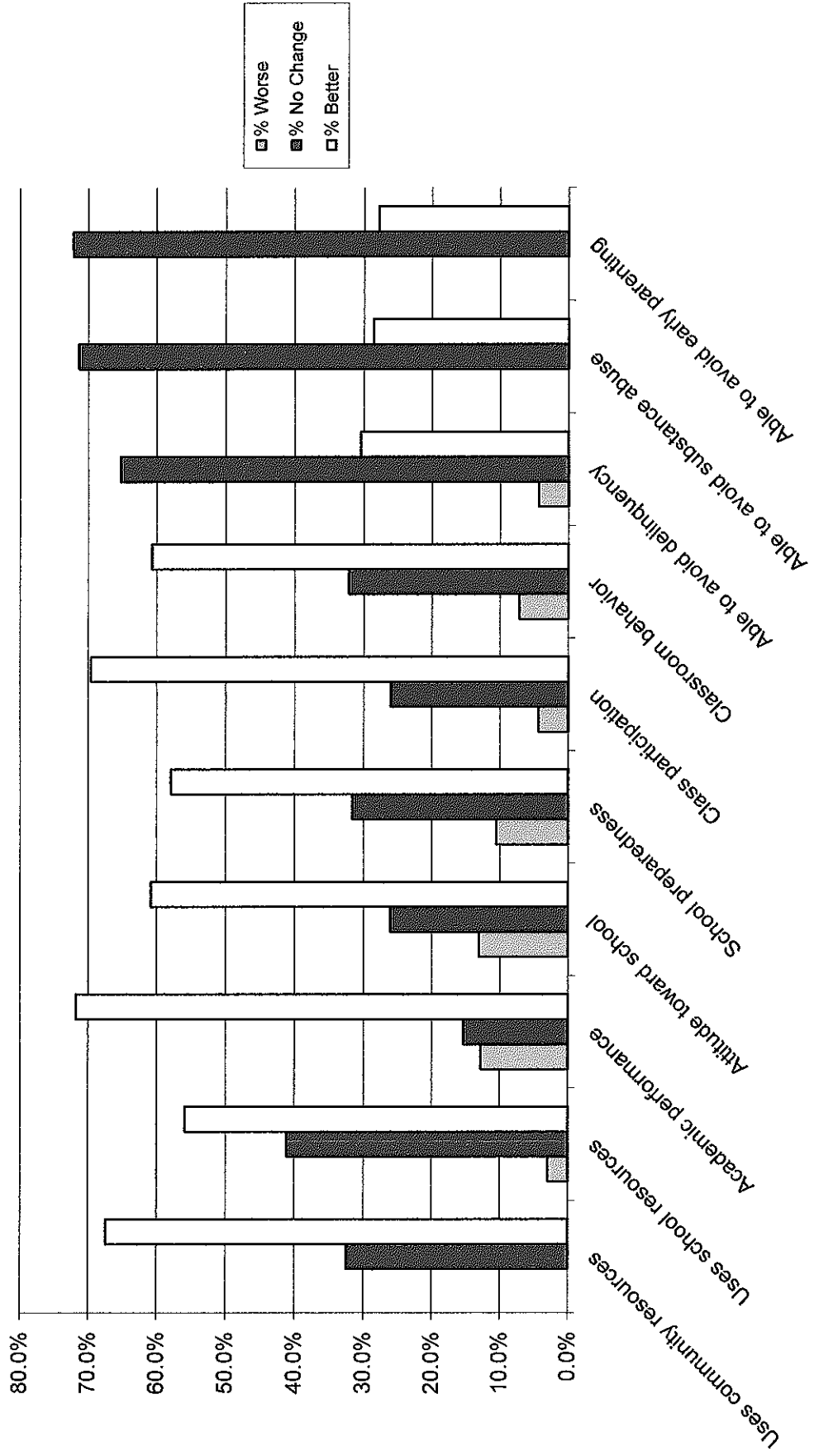
**CHD/Big Brothers Big Sisters of Hampshire County  
FY15 POE Summary  
Confidence Indicators  
Changes in Confidence Indicators**



# Changes in Caring Indicators



Changes in Competence Indicators





## POE FORMS

Volunteers, teachers, and others use the following forms to report changes observed in youth.

The following definitions are offered to clarify the items on the POE assessment forms. Note that these items are somewhat general. Individuals report on their own specific observations within the general meaning of these definitions.

### GOAL AREA #1: CONFIDENCE

- 1) Self confidence - *A sense of being able to do or accomplish something.*
- 2) Able to express feelings - *Is able to reveal, talk about, or discuss feelings.*
- 3) Can make decisions - *Thinks before acting and is aware of consequences of behavior.*
- 4) Has interests or hobbies - *Pursues activities such as reading, sports, music, computers, etc.*
- 5) Personal hygiene, appearance - *Dresses appropriately and keeps self neat and clean.*
- 6) Sense of the future - *Knows about educational and career opportunities.*

### GOAL AREA #2: COMPETENCE

- 7) Uses community resources - *Partakes in service activities, libraries, recreation, church/other faith-based activities.*
- 8) Uses school resources - *Uses the library, guidance counselors, tutorial centers.*
- 9) Academic performance - *Makes good grades or improves grades.*
- 10) Attitude toward school - *Is positive about going to school and about what can be learned.*
- 11) School preparedness - *Completes homework and other assignments.*
- 12) Classroom participation - *Actively takes part in learning; responds to questions.*
- 13) Classroom behavior - *Pays attention in class; isn't disruptive.*
- 14) Able to avoid delinquency - *Refrains from behaviors that are illegal for person of his or her age.*
- 15) Able to avoid substance abuse - *Doesn't use illegal or harmful substances (e.g., drugs, alcohol, tobacco).*
- 16) Able to avoid early parenting - *Doesn't engage in sexual behavior likely to result in early parenting.*

### GOAL AREA #3: CARING

- 17) Shows trust toward you - *Isn't reluctant to confide in you, to accept your suggestions.*
- 18) Respects other cultures - *Doesn't stereotype or put down other ethnic, racial, language, or national groups.*
- 19) Relationship with family - *Interacts well with other family members.*
- 20) Relationship with peers - *Interacts well with persons of own age.*
- 21) Relationship with other adults - *Has good interactions with other adults who are not family members.*

## VOLUNTEER REPORT ON THE MATCH

Volunteer Name \_\_\_\_\_ Mentee Name \_\_\_\_\_

Match ID: _____		Date Completed: _____		Length of match when administered: _____	
(Specify in months/years)					
Age: _____		Male <input type="checkbox"/>	Female <input type="checkbox"/>	Community-Based <input type="checkbox"/>	School-Based <input type="checkbox"/>
		Other Site-Based <input type="checkbox"/>			
White <input type="checkbox"/>	Black <input type="checkbox"/>	Hispanic <input type="checkbox"/>	Asian <input type="checkbox"/>	Native American <input type="checkbox"/>	Other <input type="checkbox"/>
Town _____		Program _____		Date of Match _____	

We would like you to describe any changes you've observed in the below areas *over the past* \_\_\_\_\_ *months*. It's okay to indicate "don't know" if you have no knowledge about change in a given area.

	Much Better	A Little Better	No Change	A Little Worse	Much Worse	Don't Know	Not A Problem
<b>CONFIDENCE</b>							
1) Self-confidence							
2) Able to express feelings							
3) Can make decisions							
4) Has interests or hobbies							
5) Personal hygiene, appearance							
6) Sense of the future							
<b>COMPETENCE</b>							
7) Uses community resources							
8) Uses school resources							
9) Academic performance							
10) Attitude toward school							
11) School preparedness (homework)							
12) Class participation							
13) Classroom behavior							
14) Able to avoid delinquency							
15) Able to avoid substance abuse							
16) Able to avoid early parenting							
<b>CARING</b>							
17) Shows trust toward you							
18) Respects other cultures							
19) Relationship with family							
20) Relationship with peers							
21) Relationship with other adults							